Gunnar Ragneby Aug 13th at 1:13 PM
Goddag folkens, idag är min sista dag. Tack till alla som gjort dagarna bättre. Ta hand om er

12 1 1 4 3 4 2 1 1 1

Zakaria Atiwi Aug 13th at 2:09 PM
Ta hand om dig Gunnar!

1 1

Primus Falk Aug 13th at 3:24 PM
Kommer sakna dig mannen. Lycka till med framtida äventyr

Alexander Kall Aug 13th at 3:56 PM
Lycka till med allt Gunnar, du är **stark** och du har sen dag ett hjälpt detta projektet och drivit det framåt och du har en ljus framtid inom vad du vill!

AGREE 1

Reply…

Also send to …

Zakaria Atiwi Jul 18th at 3:53 PM
SCP: https://service-center-eu.klarna.net/websites/service-center-portal/transaction/krn:mood-eu[…]n:mood-eu:capture:2e357205-25bb-4e0c-a8a9-a2bc3279a1bd

Market and Channel: SE Phone
Relevant routine: The specific information regarding how many days it takes before a rejected "Pay in Full" order in Sweden goes to a Debt Collection Agency (DCA) is not available in the documents I have access to.
For handling such cases, it is generally advisable to check the payment status in the Klarna app view within the SCP order page and follow the appropriate steps based on the payment status. If the payment remains "In progress" for more than 10 days after it was made, it should be escalated to the 2nd Line team with the

reason "App payment issues" (2).
If you need further assistance, please consider rephrasing your query or providing additional context.

Summary and question: Pay in full was rejected as they withdrew the money. w many days does it take before it goes to DCA

✅ 1

Nikita Romanowskis Jul 18th at 4:07 PM
No information about this in the routines, though it's best for the customer to make a new payment as soon as possible to avoid fees

Renate Lebedeva Jul 21st at 10:55 AM
Hi, both @Zakaria Atiwi and @Nikita Romanowskis it differs if it is Direct debit (20 days) or Pay by va´card (40 days). Dunning process starts from the day, when the invoice is captured by us 🙂 You can see the chain of events in Comms portal (edited)

🙏 1

Renate Lebedeva Jul 21st at 10:57 AM
We are making 3-4 attempts to withdraw with 7 days interval.

Reply…

Also send to …

Zakaria Atiwi Jul 16th at 9:27 AM
SCP: https://service-center-eu.klarna.net/websites/service-center-portal/transaction/krn:mood-eu[…]-666b-40bd-8e8b-3a27513ee212?query=4611876429286930913

Market and Channel: SE Phone
Relevant routine: N/A
Summary and question: An errand was made when consumer paid on a puted monthly invoice. In the KO errand, the invoice number is 4611876429286930913, when I search SCP to locate it, I get invoice 4611876429283064260 (the one that was in the monthly invoice), any why KO shows different invoice number (edited)

Zakaria Atiwi Jul 16th at 9:33 AM

Zakaria Atiwi Jul 16th at 9:40 AM
Please ignore, I solved it, it is the invoice number for the monthly invoice, found out via the OCR (as the invoice number is nowhere to be found on SCP or the PDF monthly invoice)

✅ 1

Kim Soininen Jul 16th at 10:11 AM
Good job Zakaria! Feel free to reach out to me if needd (I was not on computer while this case was ongoing.)

Zakaria Atiwi Jul 16th at 1:25 PM
Ok thanks Kim

Reply…

Also send to …

Kieran Green
Kieran Green and you

Kieran Green Jul 16th at 10:07 AM
Renate is heading home due to not feeling well she wanted me to notify you.

Zakaria Atiwi Jul 16th at 10:19 AM
Ok

Zakaria Atiwi Jul 15th at 3:42 PM
SCP: https://service-center-eu.klarna.net/websites/service-center-portal/transaction/krn:mood-eu[…]n:mood-eu:capture:e24a69d8-bb93-4231-8eb9-2ba9e4759107

Market and Channel: SE Phone
Relevant routine: N/A
Summary and question: Please contact Kelly Miansangi, she opened this [illegible]oute for no reason. I cannot find her on Slack to tell her that

✅ 1

Nikita Romanowskis Jul 15th at 4:30 PM

You can send her an outlook email at kelly.miansangi@klarna.com

Nikita Romanowskis Jul 15th at 4:31 PM
Doesn't seem to be in any Slack groups I'm in

Zakaria Atiwi Jul 16th at 9:31 AM
I would like to but freshdesk has not been working for me this week

Reply…

Also send to …

Zakaria Atiwi Jul 15th at 11:58 AM
SCP: https://service-center-eu.klarna.net/websites/service-center-portal/transaction/krn:mood-eu[…]n:mood-eu:capture:27857ae7-2c62-464c-9802-251e387fa17e

Market and Channel: SE Phone
Relevant routine: N/A
Summary and question: What is a bucket account?, there is no info about it on . Consumer paid June monthly invoice 699 when it was disputed. The 699 was added to his July monthly invoice

✅ 1

Show 5 more replies

Nikita Romanowskis Jul 15th at 1:17 PM
Ok, I found the root of the issue. Basically someone assigned the lost payment to a completely different person and order.

Nikita Romanowskis Jul 15th at 1:17 PM
https://online.int.klarna.net/case_show.yaws?cid=4612045140125678056 (edited)

Reply…

Also send to …

Hugo Sorhede Jul 7th at 9:00 AM
Jag vill tacka för mig och för dessa 9 månaderna på techm. Jag önskar er alla en god tid och tackar för att jag fick vara med i det bästa teamet på kontoret. ❤️

1 1

Zakaria Atiwi Jul 7th at 11:06 AM
Lycka till Hugo!

Reply…

Also send to …

Gunnar Ragneby Jun 25th at 1:31 PM
Har någon gjort nya FH processen med en kund?

Emil Karlsson Jun 25th at 1:44 PM
Jag har gjort FH idag, men fick inte upp detta nya.. Verkar vara jätte bra med den nya FH, men inte fått chansen att faktiskt utnyttja det än

Gunnar Ragneby Jun 25th at 2:20 PM
ah

Zakaria Atiwi Jun 27th at 10:37 AM
tror det nya blir aktiv i SE efter certificate forecast dates, eller?

Reply…

Also send to …

Zakaria Atiwi Jun 23rd at 9:27 AM

SCP: https://service-center-eu.klarna.net/websites/service-center-portal/persona/a0863ab3-7a0c-4[…]fa12a/?auth=bankid_verified&screensharing_consent=true

Market and Channel: SE Phone

Relevant routine: N/A

Summary and question: Consumer has a monthly invoice that includes 3 sub-invoices. An agent extended due date on each sub-invoice, the customer was informed to call back to remove 2 x 39, so the invoice has only 1x39 for extension. Is this correct info? As I cannot see a button to remove fees, even after removing the sub-invoices from the monthly invoice

✅ 1

Show 5 more replies

Zakaria Atiwi Jun 23rd at 5:26 PM

https://service-center-eu.klarna.net/websites/service-center-portal/transaction/krn:mood-eu[…]n:mood-eu:capture:29a11c2d-5621-4cc5-bef7-5f90b5530f15

https://service-center-eu.klarna.net/websites/service-center-portal/transaction/krn:mood-eu[…]n:mood-eu:capture:1cd3839b-00e2-4a6c-86ce-178c8301d76c

https://service-center-eu.klarna.net/websites/service-center-portal/transaction/krn:mood-eu[…]n:mood-eu:capture:e2a95dc8-52d9-4c9f-8047-2ba9b4307a18

Zakaria Atiwi Jun 23rd at 5:26 PM

sorry was too bust to answer earlier

Reply…

Also send to …

Zakaria Atiwi Jun 5th at 1:00 PM

Market and Channel: SE Phone

SCP: https://service-center-eu.klarna.net/websites/service-center-portal/transaction/krn:mood-eu[…]n:mood-eu:capture:d1b4b361-2f15-4407-83e2-a934c9439f34

Relevant routine: N/A and no Kiki answer

Summary and question: Whilst using the Klarna App, the consumer clicked that the order was delivered by mistake. However, the order has not been delivered yet. How do we correct this in the App? (edited)

✅ 1

Show 6 more replies

Nikita Romanowskis Jun 5th at 1:08 PM

If you want, you can also click on "Log root cause" in the order page and select "Internal action", to note that the customer clicked on the "Delivered" button too early accidentally

Nikita Romanowskis Jun 5th at 1:08 PM

For the next agents

Reply…

Also send to …

Zakaria Atiwi Jun 3rd at 2:46 PM

Market and Channel: SE Phone

SCP: https://service-center-eu.klarna.net/websites/service-center-portal/transaction/krn:mood-eu[…]ne-eu%3Acontact%3A8d054fbe-ee12-4b85-8618-d731054f9023

Relevant routine: N/A

Summary and question: Please resend dispute email to consumer, she ms she did not receive it. I cannot see that her email is bouncing. She is not good with emails as she claimed the same about another order (FD 46087279)

✅ 1

Nikita Romanowskis Jun 3rd at 3:22 PM

Nikita Romanowskis Jun 3rd at 3:23 PM
Unfortunately I can't affect this ticket in any way, as I have 1st Line permissions, and it requires Ext. 1st Line permissions at the least

Nikita Romanowskis Jun 3rd at 3:23 PM
Customer will need to wait

Zakaria Atiwi Jun 4th at 4:26 PM
Thanks

1

Reply…

Also send to …

Zakaria Atiwi Jun 3rd at 1:18 PM
Market and Channel: SE Phone

SCP: https://service-center-eu.klarna.net/websites/service-center-portal/persona/5ccbdc21-3615-4[…]c00b5970/?auth=pno_provided&screensharing_consent=true

Relevant routine: https://wiki-[illegible]dors.klarna.net/wiki/CS:Identification_(CS_1st_line_routine)

Summary and question: consumer provided a completely different middle [illegible]me after several attempts. She became frustrated that we have incorrect name in the database. She needs help receiving refunds. I was unable to help her as she did not pass the identity verification routine. Is it possible to email her and understand if she has changed her name as she hang up. She wants the refund to be sent to her by Swish. I did not have the chance to explain that this is not possible.

Nikita Romanowskis Jun 3rd at 1:20 PM
You can leave a note through "Log root cause", asking the next agent to ask the customer to contact our Live Chat with an ID document showing her actual name, to be changed. (Chat agent also won't need to manually identify the customer)

Zakaria Atiwi Jun 3rd at 1:37 PM
Thanks Nikita

techm-question-n-answer-hub
Nikita Romanowskis and you